



## Position Description LEISURE ASSISTANT

### CONTRACTUAL DETAILS

<b>JOB TITLE</b>	Leisure Assistant
<b>REPORTS TO</b>	Programme Manager & Centre Manager
<b>SALARY</b>	National Minimum or Living Wage
<b>HOURS</b>	Friday evenings 5-6 hours
<b>TENURE</b>	Casual
<b>PROBATIONERY PERIOD</b>	NA
<b>ANNUAL LEAVE</b>	5.6 weeks including public holidays
<b>DBS REQUIRED</b>	Yes prior to appointment, organised by the company
<b>REFERENCES REQUIRED</b>	Yes, two minimum (work, education or personal)
<b>PENSION</b>	If eligible – auto enrolled
<b>SMOKING POLICY</b>	No smoking anywhere on site
<b>PLACE OF WORK</b>	Oldham Sport for All Centre, Roman Road, Hollinwood, Oldham, OL8 3PT
<b>DEADLINE FOR APPLICATIONS</b>	Interviews conducted on an ongoing basis
<b>EXPECTED START DATE</b>	ASAP

### HOW TO APPLY

Complete an online application form available from the QR code to the right or the link below:

<https://www.sportforallcentres.co.uk/oldhamjobapp/>

If you are shortlisted, you will be invited to attend an interview, which maybe on video call.

### WHO TO CONTACT IF YOU NEED FURTHER INFORMATION

Justine Hanson

**Tel:** 07392 196 266 (Oldham Centre Manager)

**Email:** [oldham@sportforallcentres.co.uk](mailto:oldham@sportforallcentres.co.uk)





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### **JOB PURPOSE**

**Administrational assistance to the Programme Manager during the Sport for All Centre Friday basketball programme, and deal with customer enquiries at the reception desk and on the telephone.**

### **TASK PERFORMANCE OBJECTIVES**

- Dealing with customer enquiries at the front reception desk.
- The collection of monies for teams and hirers and making accurate records of these receipts.
- The payment of officials and making accurate records of these payments.
- The preparation of scoresheets and reconciliation sheets for the following weeks' programmes.
- The booking of officials for the following week's programme.
- The referral of complaints to the Programme Manager.
- Answering the telephone, dealing with enquiries and taking messages.
- Maintaining a tidy office and assisting the Programme Manager to keep the Sport for All Centre tidy and rubbish free.
- Monitoring the use, distribution and return of Sport for All Centre equipment including, but not limited to, bibs, balls, scoreboxes, stationery and other training equipment.
- Addressing issues of ongoing health and safety and reporting issues of concern to the Centre Manager.
- Any other duties incidental to the development and operation of the programme.

**Any other duties of a similar nature as directed by the Centre Manager or Programme Manager.**



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### **BEHAVIOURAL OBJECTIVES**

- Good punctuality & attendance.
- Friendly & supportive attitude.
- Follow the dress code for staff uniform when on shift at the Centre.
- Commitment to maintaining high standards of presentation for the Centre and the leagues.
- A team player with a cooperative approach to working with colleagues.
- Determination to provide excellent customer service with a focus on ensuring the customer experience provides fun, fitness and friendships.
- Active problem solver to quickly react to issues and find the best possible outcome for customers.
- Actively interested in the leagues and the teams.
- Commitment to fairness and equality – ensuring everyone is treated fairly and with respect.
- Strong interaction with customers to build familiarity – being approachable and knowledgeable about customers will help meet their needs better.
- Able to regularly complete assigned tasks on shift each week.
- Professional communication at all times – swearing is not permitted.
- Speak up if you have an issue or need support – let your manager know as soon as possible.



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### PERSON SPECIFICATION

<b>ESSENTIAL CRITERIA</b>	
<b>1</b>	Positive and dynamic personality.
<b>2</b>	Excellent time keeping and reliability.
<b>3</b>	Good organisational skills.
<b>4</b>	Excellent customer service – able to effectively deal with all customer enquiries in a friendly pro-active way
<b>5</b>	Prior experience in basketball as an administrator, player, coach, referee or supporter.
<b>6</b>	Basic competency in IT including Word, Excel, social media, internet and emails.
<b>7</b>	Successful outcome from Disclosure & Barring Service (DBS) checks and references.
<b>8</b>	Able to work Friday evenings.
<b>9</b>	Aged 18+ and left school due to young worker regulations
<b>DESIRABLE CRITERIA (FULL TRAINING PROVIDED)</b>	
<b>10</b>	Ability to coach basic level basketball to young people
<b>11</b>	Ability and/or qualifications in basic level basketball
<b>12</b>	Prior customer service experience.
<b>13</b>	Prior involvement in Sport for All Centre programmes.
<b>14</b>	Prior cash handling experience.



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### ABOUT SPORT FOR ALL CENTRES

<b>WHAT ARE WE TRYING TO ACHIEVE</b>	To build sports leagues across our 4 purpose-built venues, facilitating 1,500 teams and 15,000 players playing weekly.
<b>SPORTS WE OPERATE</b>	Basketball & Netball
<b>WHO DO WE TARGET</b>	Children as young as 6 years old through to adults of all ages and all playing abilities.
<b>ABOUT OUR VENUES</b>	4 purpose build venues of 2 or 3 full sized basketball/netball courts, totalling 11 courts across our facilities network. Venues are located in Bury, Oldham, Stockport & Warrington.
<b>HOW TO WE OPERATE</b>	We are a commercial organisation, with volunteer support and development. This ensures the financial sustainability of the model we have established.
<b>WHAT IS OUR MISSION STATEMENT</b>	To Delivery mass participation sports programmes through an ethos of 'Sport for All'
<b>HISTORY</b>	Established with the first centre in Stockport in 1994. An Australian owned company replicating an Australian model of facility and sports development. We have expanded to run four sites and overflow our leagues into 4 other surrounding venues.
<b>NUMBER OF STAFF</b>	55 currently, around 10 to 15 per centre
<b>WHERE ARE WE HEADING</b>	A goal to fill existing venues and expand to new locations over the next 3 years.

### OUR VALUES

<b>PEOPLE</b>	Our people are our biggest asset. Our staff and officials must be respected, supported, trained, have their achievements recognised, and be treated fairly and consistently. We are reliant on members of our team putting forward suggestions for improving our business.
<b>INCLUSIVENESS</b>	We provide opportunities that provide sports programmes to the widest demographics possible, ensuring that strategy for growth reflects this. Participants of all abilities and backgrounds are to have equal opportunities to be involved in our programmes.
<b>COMMUNICATION</b>	We ensure that effective communication with customers and stakeholders is achieved consistently, making no assumptions, going the extra mile to ensure we both listen and provide information in a timely and effective manner.
<b>ENFORCEMENT &amp; FAIRNESS</b>	Our application of procedures and rules in a fair and consistent.
<b>PARTNERSHIPS</b>	Our success is built on partnerships with schools, clubs and sports development agencies. We aim to build mutually beneficial relationships looking to achieve mutually beneficial objectives.